

Contacts & Support

O1 has dedicated staff to support your migration to the O1 network. Your Pre-installation Coordinator will guide you through the process from order approval through final cutover date. Once your cutover is complete, you will directly contact O1's Network Operations or Customer Service Group for additional support.

Pre-Installation Coordinator

Mary Fellman
mfellman@o1.com
916-554-2155

Sales Technical Engineer

Chris Yambao
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916-233-4549

Enterprise Sales Manager

Henri de La Chapelle
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916-554-2144

Testing & Turn up of Circuits

Network Operations Center
support@o1.com (Auto-generates trouble ticket)
1-888-444-1111, option #2

Installation Timelines

O1's Pre-Installation Coordinator will contact you throughout the provisioning and installation process. Internal provisioning will not begin until the O1 Sales Engineer approves the technical specifications of the order. If required, the Sales Engineer will confirm the order with Customer's designated technical contact.

1. New Order is approved through O1 Billing and Order Coordination. Customer Pre-Installation Kit will be sent to the customer contacts listed on the sales order.
2. Day 2-20: O1 performs internal provisioning, configuration, coordination, and ordering of hardware for installation.
3. 3-5 days before installation, O1 will send all configuration and hardware installation details to the customer contacts listed on the order.
4. Approximately two (2) days prior to O1 equipment installation, O1 circuits are delivered to Customer, then tested and accepted.
5. The Hardware Installation is scheduled by your pre-installation coordinator and confirmed with the customer contacts listed on the order. When onsite, O1 will locate, connect, and test routers for acceptance.
6. 3-6 days after hardware installation, O1 will cutover all phone lines.
7. 5 days after circuit testing, O1 billing begins.

Responsibilities

During the installation process, specific responsibilities exist between O1 and your in-house team. To ensure a successful migration, please read these customer responsibilities. O1 is available to conduct a site survey at additional cost to help pre-determine installation requirements.

Customer Responsibilities:

- >> Local Contact (LCON) or designee, MUST be onsite and available during Circuit Delivery date, Installation date, and Cutover (LNP) date.
- >> You are responsible for cancelling services with existing service vendors.
- >> If you did not select Installation Package 2, then you are responsible for extending your inside wiring on Circuit Delivery date. You may opt for O1 to perform inside wiring for an additional fee. Wiring services may take 48-72 hours for appointment availability.
- >> Your responsible contact must schedule Phone Vendor to be onsite for Cutover date.

O1 Responsibilities:

- >> Order approval, order and equipment provisioning.
- >> Scheduling of appointments for circuit delivery, installation and cutover.
- >> Network Operations Center (NOC) to contact LCON on day of circuit testing and acceptance.
- >> Router installation (if applicable), connection, and testing.
- >> Cutover to activate new dial tones and voice service.
- >> 24x7 Network monitoring and support.



O1 Telecom Glossary

During the installation process, you may hear and see technical terminology in communications regarding your deliverable dates. Here is a guide for understanding these terms:

FOC: Firm Order Commitment date. This is the day that the telephone company will extend to your building, and O1 will use to bring their service in to your office.

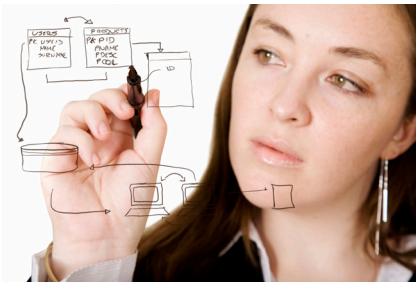
MPOE: Minimum Point of Entry. Entry point for telephone and server equipment.

LCON: Local point of contact at Customer's site, required to be present during key installation processes.

LNP: Local Number Portability. Moving of the phone numbers from your current provider over to O1. There will be a slight service interruption during the cutover, but this typically only takes less than 1 minute per phone number during the porting process.

RCF: Remote Call Forward. Current telephone numbers to be forwarded to designated numbers.

CFA: Carrier Facility Assignment. This is for O1's testing purposes.



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Frequently Asked Questions

Q. How long does it generally take for my services to be installed?

A. Depending on your scope of services, O1 typically completes voice service installations within 35 business days from order approval.

Q. When does the installation timeline begin?

A. Internal provisioning will not begin until sales engineer approves the technical implications of the order. If required, the sales engineer will confirm the order with your technical contact listed.

Q. What if I need to change my order?

A. Contact your O1 Account Manager to revise your order. Significant changes may impact your installation dates.

Q. What if my team cannot extend the wiring as needed for my services?

A. O1 may be contracted to perform internal wiring extensions needed on the day of circuit delivery by selecting Installation Package 2 with your O1 Account Manager. Additional fees apply. Please allow 48-72 hours for wiring appointment availability.

Q. What is the difference between Package 1 and Package 2 Installations?

A. Package 1 includes router installation and 2 hours on-site support. Package 2 includes router installation, 3 hours of on-site support, and DMARC extensions up to 200'.



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Communications

Pre-Installation Guide

